

## Instructions for filling out the temporary suspense of services form:

**To email this form to South Jordan, you will need to first save the blank form to your device and then complete the fields. Save the document with the fields completed and email it to [billing@sjc.utah.gov](mailto:billing@sjc.utah.gov) as an attachment to your email.**

This form is to be used for situations in which you will be away from the residence for *several* months and want the water turned off and the cans picked up. You will not be charged for services during that period but will have to pay a disconnect, reconnection, and garbage suspension fees on the following bills following the fee being charged to your account.

### Customer and Account Information:

**Customer ID:** Also called CID is the number associated with the customer's name. This is located on your monthly bill in the field with the account number after the dash (-). This number can range from 1 digit up to 6 digits

**Customer name:** Please include the name or one of the names that appears on the monthly bill as it is spelled on the bill.

**Account #:** This is the number associated with the physical address of the location. This is located on your monthly bill with the CID. This is the 6 digit number before the dash (-).

**Service address:** (**required field**) This is the physical address within South Jordan and can also be located on your monthly bill.

**Phone number and email:** Please provide us a phone number or email address to contact you if there are any problems with suspending the services.

### Services to be Suspended:

**House for sale or temporarily away:** Please select one of the options

**Date to disconnect:** This is the earliest date you want the water service to be stopped. It can take the City up to 48 hours after this date for the actual service to be stopped and/or the cans to be picked up.

**Approximate date for reconnection:** This does not have to be an actual date but rather a month for the City to start watching for your reconnection notice to come to us so we can reinstate your services and return any cans. If the house is vacant and awaiting to be sold, please leave this blank.

**# of Garbage/Recycle cans:** Please note the number of cans you are expecting to be picked up. This number will be noted on the work order and that number of cans will be picked up from the residence.

**Date available for pickup:** This is the earliest date you want your cans to be picked up. It can take the City up to 48 hours after this date for the cans to be picked up and/or for the water service to be disconnected.

### Forwarding Information:

**Forwarding Address:** Please provide us with your alternative address.

We use this information to send your next bill(s) for payment. We also use this address to contact you (along with the phone and/or email address) if there is an identified problem at your residence that needs your attention.



City of South Jordan  
Request Temporary Suspension of Utility Service

Email the completed form or  
Scan and email to [billing@sjc.utah.gov](mailto:billing@sjc.utah.gov)  
Please fax to: (801) 253-5250

**Customer and Account Information**

Customer ID: \_\_\_\_\_ Customer Name: \_\_\_\_\_  
Account #: \_\_\_\_\_ Service Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**Services to be Suspended**

(Please contact the city at least 24 – 48 to have your water service restored and garbage cans delivered.)

Check one: Home for sale and will be vacant: ☐ Temporarily Away: ☐

Date to disconnect: \_\_\_\_\_ Approximate Date for reconnection: \_\_\_\_\_  
**There is a \$35.00 disconnection fee and a \$35 reconnection fee. The fee will be reflected on the appropriate billing statement.**  
**Your water service will be inactive and you will not be billed for services while the meter is off.**

# of Garbage cans: \_\_\_\_\_ # of Recycle cans: \_\_\_\_\_ Date available for pickup: \_\_\_\_\_

**You may leave empty containers on the street for pickup. A \$22 fee be charged for the temporary suspension of garbage/recycling services.**

**FORWARDING INFORMATION**

Forwarding Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Please read the following statement before signing below:

I certify that I have read the instructions and all information contained on this form is true to the best of my knowledge. I understand that misrepresentation or omission of facts in this form may cause my water to be disconnected – with the associated fees added to my account.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Alternatives for signature: 1) you can print out this form, sign it, and email the scanned image to the email address in the header 2) you can eSign the form and click the submit button above or 3) if you do not have an eSignature and cannot print out the file, you can type the name on the account *as it appears on your monthly bill* and include your current email address on the signature line as verification of your identity then click the submit button above